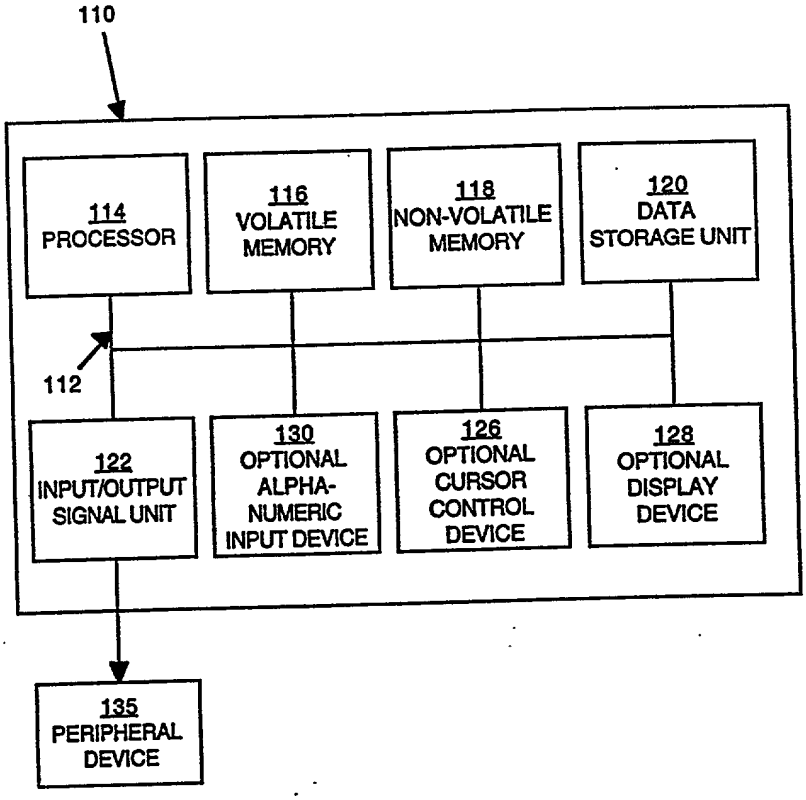
110
114
PROCESSOR
116
VOLATILE
MEMORY
118
NON-VOLATILE
MEMORY
120
DATA
STORAGE UNIT
112
122
INPUT/OUTPUT
SIGNAL UNIT
130
OPTIONAL
ALPHA-
NUMERIC
INPUT DEVICE
126
OPTIONAL
CURSOR
CONTROL
DEVICE
128
OPTIONAL
DISPLAY
DEVICE
135
PERIPHERAL
DEVICE

Figure 1

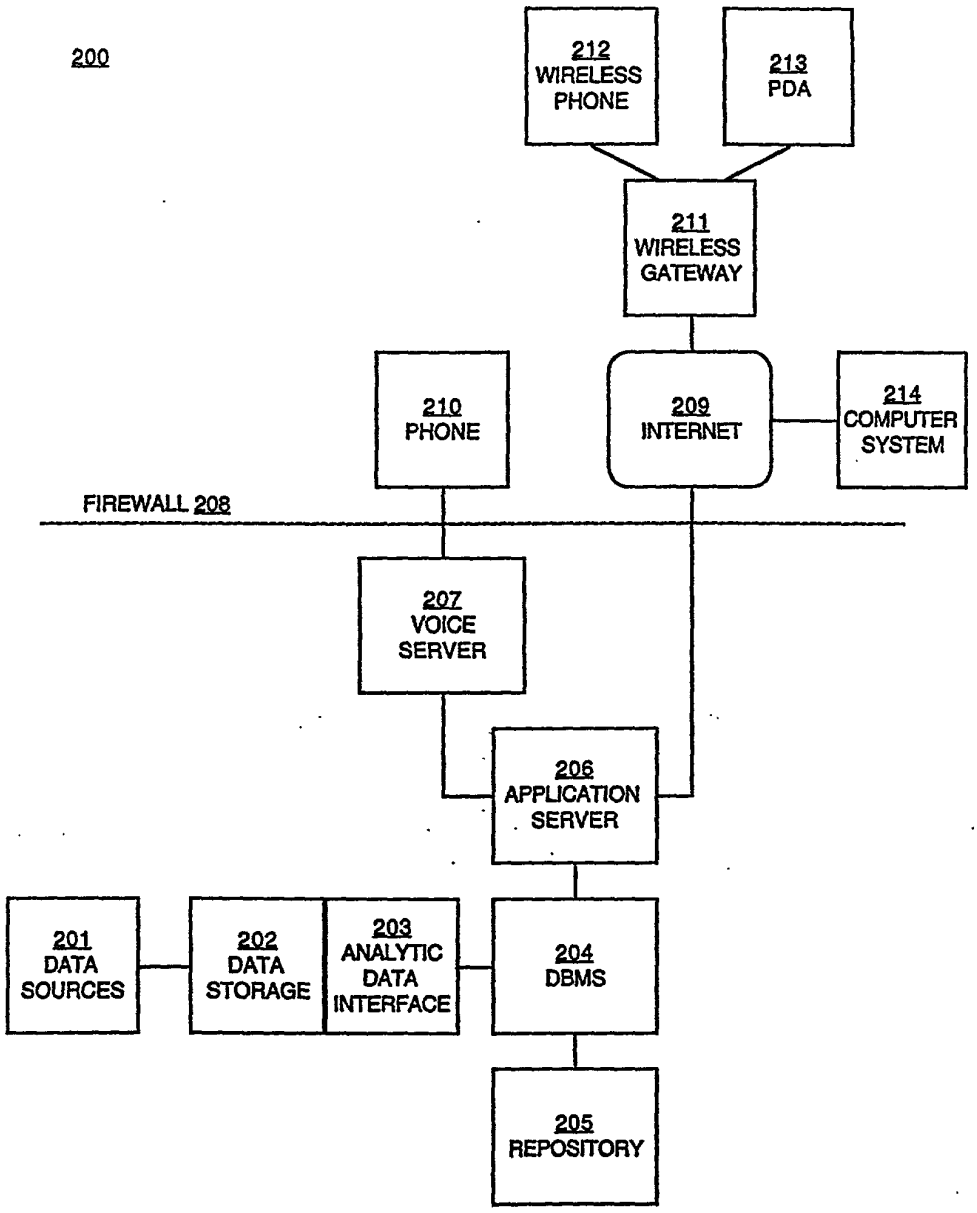
200
212 WIRELESS PHONE
213 PDA
211 WIRELESS GATEWAY
210 PHONE
209 INTERNET
214 COMPUTER SYSTEM
FIREWALL 208
207 VOICE SERVER
206 APPLICATION SERVER
201 DATA SOURCES
202 DATA STORAGE
203 ANALYTIC DATA INTERFACE
204 DBMS
205 REPOSITORY

Figure 2

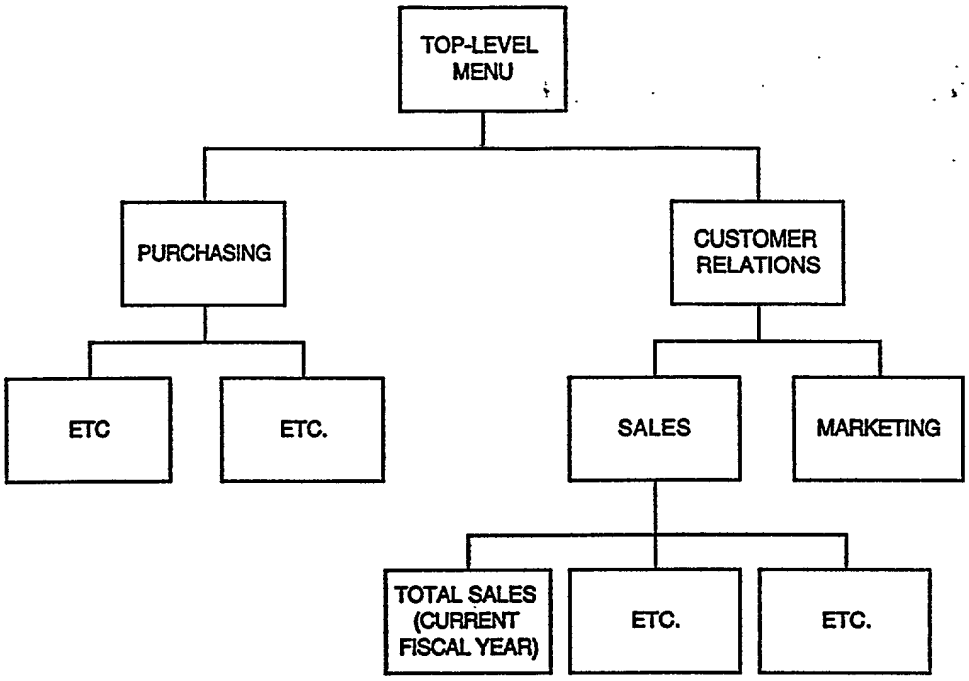
TOP-LEVEL MENU
PURCHASING
CUSTOMER RELATIONS
ETC
ETC.
SALES
MARKETING
TOTAL SALES (CURRENT FISCAL YEAR)
ETC.
ETC.

Figure 3

400

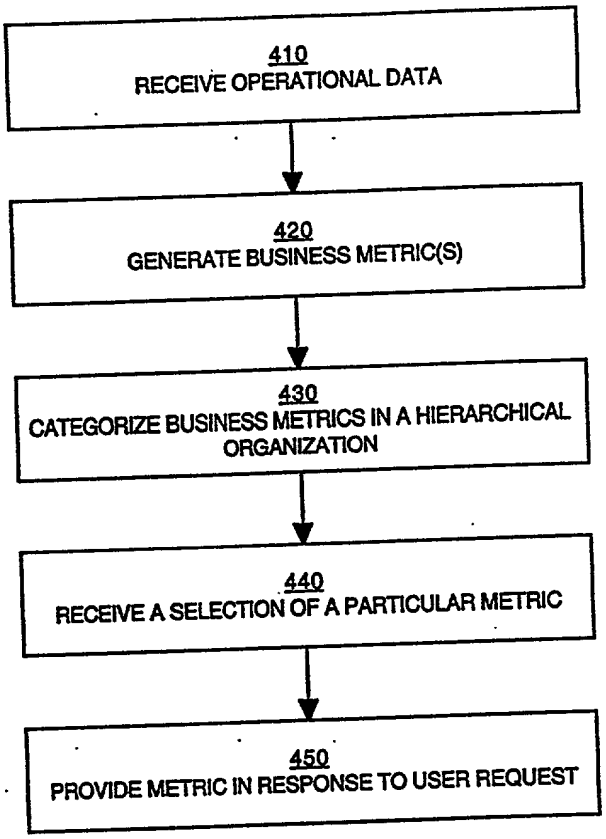
410
RECEIVE OPERATIONAL DATA
420
GENERATE BUSINESS METRIC(S)
430
CATEGORIZE BUSINESS METRICS IN A HIERARCHICAL ORGANIZATION
440
RECEIVE A SELECTION OF A PARTICULAR METRIC
450
PROVIDE METRIC IN RESPONSE TO USER REQUEST

Figure 4